

P19115.A03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Appln. No. : 09/578,723

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT



Group Art Unit: 2211

Examiner:

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INFORMATION DISCLOSURE STATEMENT

Commissioner of Patents and Trademarks
Washington, D.C. 20231

Sir:

In accordance with the duty of disclosure under 37 C.F.R. 1.56, 1.97-1.98, Applicants hereby call the following documents to the Examiner's attention:

- U.S. Patent No. 5,943,416, to GISBY, issued on August 24, 1999;
- U.S. Patent No. 5,870,308, to DANGELO et al., issued on February 9, 1999;
- U.S. Patent No. 5,832,430, to LLEIDA et al., issued on November 3, 1998;
- U.S. Patent No. 5,832,428, to CHOW et al., issued on November 3, 1998;
- U.S. Patent No. 5,825,856, to PORTER et al., issued on October 20, 1998;
- U.S. Patent No. 5,822,744, to KESEL, issued on October 13, 1998;
- U.S. Patent No. 5,819,221, to KONDO et al., issued on October 6, 1998;
- U.S. Patent No. 5,812,975, to KOMORI et al., issued September 22, 1998;
- U.S. Patent No. 5,809,282, to COOPER et al., issued on September 15, 1998;

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U.S. Patent No. 5,808,908, to GHAHRAMANI, issued on September 15, 1998;

U.S. Patent No. 5,771,276, to WOLF, issued on June 23, 1998;

U.S. Patent No. 5,758,257, to HERZ et al., issued on May 26, 1998;

U.S. Patent No. 5,734,709, to DeWITT et al., issued on March 31, 1998;

U.S. Patent No. 5,710,884, to DEDDRICK et al., issued January 20, 1998;

U.S. Patent No. 5,684,872, to FLOCKHART et al., issued on November 4, 1997;

U.S. Patent No. 5,675,707, to GORIN et al., issued on October 7, 1997;

U.S. Patent No. 5,668,856, to NISHIMATSU et al., issued on September 16, 1997;

U.S. Patent No. 5,657,383, to GERBER et al., issued on August 12, 1997;

U.S. Patent No. 5,600,781, to ROOT et al., issued on February 4, 1997;

U.S. Patent No. 5,594,791, to SZLAM et al., issued on January 14, 1997;

U.S. Patent No. 5,586,219, to YUFIK, issued on December 17, 1996;

U.S. Patent No. 5,561,711, to MULLER, issued on October 1, 1996;

U.S. Patent No. 5,537,470, to LEE, issued on July 16, 1996;

U.S. Patent No. 5,535,321, to MASSSARO et al., issued on July 9, 1996;

U.S. Patent No. 5,533,107, to IRWIN et al., issued on July 2, 1996;

U.S. Patent No. 5,530,744, to CHARALAMBOUS et al., issued on June 25, 1996;

U.S. Patent No. 5,519,772, to AKMAN et al., issued on May 21, 1996;

U.S. Patent No. 5,500,795, to POWERS et al., issued on March 19, 1996;

U.S. Patent No. 5,479,488, to LENNIG et al., issued on December 26, 1995;

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U.S. Patent No. 5,420,975, to BLADES et al., issued on May 30, 1995;
U.S. Patent No. 5,388,198, to LAYMAN et al., issued on February 7, 1995;
U.S. Patent No. 5,335,269, to STEINLICHT, issued on August 2, 1994;
U.S. Patent No. 5,335,268, to KELLY, JR. et al., issued on August 2, 1994;
U.S. Patent No. 5,327,529, to FULTS et al., issued on July 5, 1994;
U.S. Patent No. 5,299,260, to SHAIIO, issued on March 29, 1994;
U.S. Patent No. 5,263,167, to CONNER, JR. et al., issued on November 16, 1993;
U.S. Patent No. 5,206,903, to KOLER et al., issued on April 27, 1993;
U.S. Patent No. 5,204,968, to PARTHASARATHI, issued on April 20, 1993;
U.S. Patent No. 5,115,501, to KERR, issued on May 19, 1992;
U.S. Patent No. 4,964,077, to EISEN et al., issued on October 16, 1990;
U.S. Patent No. 4,922,519, to DAUDELIN, issued on May 1, 1990;
U.S. Patent No. 4,761,542, to KUBO et al., issued August 2, 1988;
U.S. Patent No. 4,694,483, to CHEUNG, issued on September 15, 1987; and
U.S. Patent No. 4,310,727, to LAWSER, issued on January 12, 1982.

Applicants respectfully request that the Examiner consider and cite the above patent documents. Copies of the above-noted patent documents are attached and have been listed on a PTO-1449 Form which is also attached hereto. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to the Applicants with the next official communication in the present application to

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confirm consideration of these documents.

Applicants also bring to the Examiner's attention the following copending and commonly assigned patent applications:

U.S. Patent Application No. 09/089,403, filed June 3, 1998, entitled "A Method for Categorizing, Describing, and Modeling types of System Users";

U.S. Patent Application No. 09/303,622, filed May 3, 1999, entitled "System and Method for Intelligent Routing of Customer Requests Using Customer and Agent Modes";

U.S. Patent Application No. 09/578,904, filed May 26, 2000, entitled "Method for Integrating User Models to Interface Design"; and

U.S. Patent Application NO. 09/532,038, filed March 21, 2000, entitled "Customer-Centric Interface and Method of Designing an Interface."

In accordance with 37 C.F.R. 1.98(a) (2) (iii), copies of the above-mentioned applications are not attached hereto. The Examiner is requested to review the file wrapper of these U.S. patent applications at the U.S. Patent and Trademark Office. Of course, if for any reason the Examiner cannot locate any of the applications, Applicants will provide any requested materials, if possible.

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Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
Robert R. BUSHEY et al.

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